

# **MIAMI-DADE HOUSING AGENCY**

## **EFFECTIVE COMMUNICATION POLICY**

### **ADMISSIONS AND CONTINUED OCCUPANCY POLICY**

#### **APPENDIX II**

## **MIAMI-DADE HOUSING AGENCY EFFECTIVE COMMUNICATION POLICY**

It is the policy of the Miami-Dade Housing Agency (MDHA) to ensure that communications with applicants, residents, program participants, employees, and members of the public with disabilities are as effective as communications with others.

MDHA, including its employees, agents, contractors and private management companies/agents, shall furnish appropriate auxiliary aids and services, where necessary, to afford individuals with disabilities, including individuals with hearing, visual or cognitive disabilities, an equal opportunity to participate in, and enjoy the benefits of, the programs, services and activities conducted by MDHA.

### **AUXILIARY AIDS AND SERVICES:**

"Auxiliary aids and services" include, but are not limited to: (1) qualified sign language interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments; and, (2) qualified readers, taped texts, audio recordings, Brailled materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

### **REQUEST FOR EFFECTIVE COMMUNICATION:**

When an auxiliary aid or service is required to ensure effective communication, MDHA will provide an opportunity for an individual with a disability to request the auxiliary aid or service of his or her choice. MDHA will give primary consideration to the choice expressed by the individual. "Primary consideration" means that MDHA will honor the choice, unless it can show that another equally effective means of communication is available; or, that use of the means chosen would result in a fundamental alteration in the nature of its service, program, or activity or in an undue financial and administrative burden.

The individual will submit his/her request for auxiliary aids or services to the appropriate MDHA staff person designated below. All requests shall be dated and time-stamped upon receipt by the appropriate MDHA staff person.

Within forty-eight (48) hours of receipt of the individual's request, the designated MDHA staff person will consult with the individual with the disability when the preferred type of auxiliary aid or service is not available or not required, and the staff person is attempting to ascertain whether an alternative means of communication will ensure effective communication.

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Within five (5) business days following receipt of the effective communication request(s), the designated MDHA staff person will provide the requesting individual with notification of the proposed auxiliary aid or service to be provided.

The ADA Coordinator will maintain copies of all requests for effective communication and, including final disposition, for the duration of this Agreement.

Individual requests for Effective Communication will be directed to the following MDHA officials:

### **Resident Requests:**

MDHA resident requests for auxiliary aids or services should be made to the Site Manager at the resident's development.

### **Applicant Requests:**

Applicants for MDHA housing should make requests for auxiliary aids and services to MDHA's Applicant and Leasing Center ((305) 638-6464 phone, (305) 638-6014 TDD) or the ADA Coordinator ((305) 644-5187 phone, (305) 644-5343)..

### **Other Requests:**

Requests from members of the public who wish to participate in programs, services and/or activities of MDHA shall submit their request(s) for auxiliary aids and services as directed in MDHA notices, appointment notifications, forms, or brochures. They may also submit requests for auxiliary aids to the MDHA 504/ADA Coordinator.

However, individuals with disabilities who request auxiliary aids or services for public events such as public hearings, Board hearings, public meetings, etc., shall make their requests no later than five (5) days prior to the event.

## **GRIEVANCE PROCEDURES:**

If the requesting individual with a disability is not satisfied with the MDHA's response to the individual's request(s) for an auxiliary aid or service, the individual may file a formal grievance, including appropriate supporting documentation, if any, with MDHA's Section 504/ADA Coordinator. The grievance may be communicated orally or in writing.

However, all oral grievances must be reduced to writing and maintained in MDHA's files. In addition, MDHA shall provide assistance to any individual who requests assistance in filing a grievance, including assistance in reducing the individual's grievance to writing. All grievances shall be dated and time-stamped.

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Within seventy-two (72) hours of receipt, MDHA's Section 504/ADA Coordinator will respond to the individual's grievance.

The Section 504/ADA Coordinator will provide his/her formal decision, in writing, within ten (10) business days after receipt of the grievance.

If the individual is dissatisfied with the MDHA Section 504/ADA Coordinator's determination, the individual may pursue remedies under MDHA's HUD-approved Grievance Procedures.